

**BEFORE THE
FEDERAL COMMUNICATIONS COMMISSION
WASHINGTON, DC 20554**

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**FEDERAL COMMUNICATIONS COMMISSION
OFFICE OF SECRETARY**

In the Matter of:)

Implementation of the Local)
Competition Provisions in the)
Telecommunications Act of 1996)

CC Docket No. 96-98

**APPENDICES A & B
TO
PETITION FOR
FOR EXPEDITED RULEMAKING**

**BY
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and
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Foundation For Local Competition: Operations Support Systems Requirements For Network Platform And Total Services Resale

February 12, 1997

*Prepared By: Local Competition Users Group (LCUG)
Membership: AT&T, MCI, Sprint, WorldCom and LCI*

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Core Principles of Interconnection Agreements

Service Parity

- ILEC must provide interconnection services that enable the CLEC to provide services to its customers at least equal in quality and timeliness to that offered by ILECs to their customers

Notification of Change

- ILEC must provide sufficient advance notification of all changes in operating procedures, service offerings, etc., to afford the CLEC opportunity to respond

Performance Measurement

- Service levels and cycle times must be established that enable the CLEC to provide its customers with expected levels of service

Electronic Interfaces

- ILECs must provide CLECs with real-time electronic interfaces to ILEC systems that are seamless and transparent to users and facilitate ordering, provisioning, and maintenance activities

Systems Integrity

- Interfaces between ILEC and CLEC systems must be developed according to industry standards, tested and accepted by CLECs. Adequate controls must be established to ensure data transfer integrity

Standards Adherence

- ILECs must adhere to all current and future industry standards [e.g., (OBF), (ETC)], and comply with all reasonable interim solutions as appropriate.

1 General Business Requirements

Definition

This section describes the basis of the general business relationship between the ILEC and CLEC for the delivery of local access interconnection services (e.g., developing working procedures, training, etc.).

General Business Requirements

Terms of Business Relationship

- CLEC will be the primary contact and account control for all interactions with its subscribers
- During contact with subscribers the ILEC will ensure that its personnel:
 - provide appropriate CLEC referrals for new and existing customers
 - do not disparage or discriminate against the CLEC, its products, or services
 - do not cross-sell ILEC products and services during a subscriber inquiry about CLEC services
 - do not use the CLEC's subscriber information, orders, or processes/services to aid in the ILEC's marketing or sales efforts
- ILEC will notify the CLEC of any proposed changes in the terms and conditions under which it offers service
- ILEC will train CLEC employees on ILEC system interfaces and processes, and front end gateway interfaces
- ILEC will provide detailed product information

General Business Requirements

ILEC/CLEC Development Responsibilities

ILEC and CLEC agree to:

- Establish escalation and expedite procedures that may be invoked at any point in the ordering, provisioning, maintenance and customer usage data transfer processes
- Establish contingency and disaster recovery plans for situations when normal processes are inoperable
- Develop and implement work center interface procedures for each function/business process
- Develop and deliver CLEC procedural training to all ILEC personnel who may communicate with CLEC subscribers

2 Pre-Ordering

Definition

This section describes the requirements that must be fulfilled by the ILEC before the CLEC is capable of initiating service.

Pre-Ordering

Network Element Foundation

- The ILEC must provide all capabilities of the unbundled network element ordered by the CLEC, including:
 - basic switching functions
 - telephone numbers
 - white page listings
 - dial tone
- The ILEC must provide on-line and timely electronic update of all listings of all custom features currently available from each end office, including:
 - custom calling
 - Custom Local Area Signaling Service (CLASS) features
 - CENTREX features
 - customized routing functions

Pre-Ordering

Service Delivery Prerequisites

- The ILEC must provide the CLEC with baseline and regularly refreshed information necessary to process orders, including:
 - Street Address Guide (SAG) data
 - Due date intervals for use in establishing service installation dates
 - Service and feature availability information
 - Engineering design and layout information
 - USOC codes and English translation.
 - Metropolitan Street Address Guide (MSAG) data
 - Appointment scheduling for service installation
- Until number administration functions are assumed by a neutral third party, the ILEC will:
 - Assign NXXs on a non-discriminatory basis
 - Reserve a block of telephone numbers per NPA-NXX where the CLEC has not obtained its own NXX
 - Provide testing and loading of the CLEC's NXXs on the same basis as performed for the ILEC's NXXs,
 - Provide CLEC with the ability to obtain telephone numbers, vanity numbers, etc., while a subscriber is on the line

Pre-Ordering

Customer Information Requirements

- Subscriber payment history will be provided by the ILEC and CLEC to an independent third-party credit reporting agency
 - information may only be made available to the carrier to which the subscriber has applied
 - ILEC cannot refuse service to the CLEC on the basis of a subscriber's past payment history
- ILEC must provide the CLEC with real-time access to current customer profile, including:
 - subscriber name
 - billing and service addresses
 - billed telephone numbers
 - identification of features and services on subscriber accounts (to include USOC codes and English translation)
- ILEC must meet CLEC requirements and provide real time application to application electronic access to:
 - telephone number reservation
 - due date reservation
 - feature function availability
 - facility availability
 - street address validation
 - customer service records (CSR)

Pre-Ordering

Advance Notification Requirements

- The ILEC must inform the CLEC of all changes to business processes and service offerings, including, but not limited to the following:
 - Services available from each switch
 - CLASS features and all other vertical features, including Centrex
 - List of available intralATA and interlATA carriers
 - Service coverage area of each switch
 - New ILEC service features, including trial offers and promotions
 - Planning/implementation of NPA splits
 - Method/plan for making ILNP and true LNP available

Pre-Ordering

Performance Measurements

- ILEC must comply with performance standards and provide reporting for the following measurements:
 - Successful query - response interval to obtain the following:
 - Telephone number reservation
 - Due date reservation
 - Feature function availability
 - Facility availability
 - Street address validation
 - Customer service records (CSR)
 - Service availability information
 - Appointment scheduling
 - Query Failure rates
 - Speed of Answer by Support Center
 - Speed of Inquiry Closure
- ILEC must provide reports detailing prescribed performance results on at least a monthly basis with sufficient historical data to allow trending:
 - for the ILEC itself,
 - all CLECs on average, and
 - the individual CLEC

3 Ordering and Provisioning

Definition

This section describes the ordering and provisioning requirements to be followed by the ILEC.

Ordering and Provisioning

Service Parity

- ILEC must provide the same level of ordering and provisioning support to CLIECs as it provides itself or its customers
- ILEC must provide a Single Point of Contact (SPOC) for ordering and provisioning resale service and unbundled elements, with capabilities including
 - a toll-free nationwide number
 - coordinated scheduling, status and dispatch capabilities
 - processing orders through an electronic interface 24 hours a day, 7 days a week
- ILEC must offer intraLATA toll for resale

Ordering and Provisioning

Service Parity (continued)

- ILEC shall not require a disconnect order to process a CLEC order or migrate a subscriber to CLEC service
 - ILEC shall provide unbranded intercept treatment and transfer of service announcements to CLEC subscribers for all disconnects, suspensions, or transfers
- ILEC must provide comprehensive support for CLEC ordering/provisioning activities, including but not limited to:
 - providing firm order confirmation (FOC)
 - rejected orders due to technical reasons, missing information, or jeopardy conditions
 - obtaining authorization for service order changes
 - processing service suspensions/restorations upon authorized request
 - providing daily disconnect notification as well as order completion notification
- ILEC shall provide CLECs the ability to order unbundled network elements with no disconnection or disruption of service. Subject to the CLECs' request, all or part of the unbundled network elements necessary to provide all or part of a service to a customer or group of customers must be provided

Ordering and Provisioning

Standards Compliance and Testing

- ILEC must comply with OBF and all other industry forums defined ordering and provisioning process guidelines and electronic implementation guidelines and standards
- ILEC shall perform comprehensive testing, including
 - pre-service testing prior to completion of the order
 - cooperative testing with CLEC
 - operational interface testing as requested

Ordering and Provisioning

Electronic Interfaces

- ILEC shall provide electronic interfaces to support all ordering and provisioning processes:
 - submitting orders and receiving confirmation of receipt
 - dispatching installation appointments
 - accessing subscriber information systems
 - providing service availability dates
 - receiving status information on service orders and installation
- Comply with the Ordering and Billing Forum (OBF) and all other industry forum defined interface guidelines for local service such as Local Service Request (LSR)
- Implement the OBF defined Local Service Ordering Guidelines (LSOG) as mechanized in EDI format by the EDI Service Order Subcommittee (SOSC) of the Telecommunications Industry Forum (TCIF)
- Provide gateway access for application-to-application real time interface capability

Ordering and Provisioning

Performance Measurement

- ILEC must comply with performance standards and provide reporting for the following measurements:
 - acknowledging orders
 - providing Firm Order Confirmation (FOC)
 - completing suspend/block/restore orders
 - notifying the CLEC of ILEC capability to complete expedited orders as requested
 - provisioning of total services resale
 - provisioning of unbundled network elements, including the network platform
 - providing switch translations
 - notifying CLEC of order completion
- ILEC must meet quality standards including, but not limited to, provisioning orders at a level of service quality determined by related outages, trouble dispatches, or subscribers calls
- ILEC must provide reports detailing prescribed performance results for the ILEC itself, all CLECs on average, and the individual CLEC on at least a monthly basis with sufficient historical data to allow trending

4 Connectivity Billing and Recording

Definition

This section describes the settlement and dispute resolution procedures, billing format, and performance specifications to which ILECs must adhere under the interconnection agreement.

Connectivity Billing and Recording

Settlement and Dispute Resolution Procedures

- Billing disputes shall be escalated at no later than 60 and 90 days, and if not resolved within 120 days, should be resolved via formal dispute resolution procedures
- CLEC shall be reimbursed by ILEC for incorrect charges including without limitation:
 - overcharges
 - services not delivered or not delivered in a timely and accurate manner
 - interrupted services
 - services of poor quality
 - installation problems caused by ILEC

Connectivity Billing and Recording

Billing Format Standards

- ILEC shall provide a monthly connectivity bill
 - for charges not more than 90 days preceding (except as permitted by law)
 - that will be closed to analysis or further transactions (except audits) nine months after the Bill Date
- Connectivity charges will be billed in actual conversation seconds
- ILEC invoices will be presented in CABS or SECABS format (with sufficient rate element detail to allow CLEC to audit bills)
- All usage records will be transmitted electronically each day:
 - Via Electronic Interfaces, including but not limited to Connect Direct (NDM)
- Capital expenses associated with collocation shall be invoiced separately from connectivity charges

Connectivity Billing and Recording

Performance Measurements

- ILECs shall test electronic transmission prior to sending production connectivity bills
- ILECs shall meet timeliness performance specifications for the provision of Exchange Message Record (EMR) records
- ILECs shall meet accuracy performance specifications for both Usage and Connectivity billing
- ILECs shall meet completeness performance specifications for both Usage and Connectivity billing
- ILEC must provide reports detailing prescribed performance results for the ILEC itself, all CLECs on average, and the individual CLEC on at least a monthly basis with sufficient historical data to allow trending

5 Provision of Customer Usage Data

Definition

This section describes the requirements for the ILEC's provision of recorded usage data to support subscriber billing.